e4health

ONE PARTNER, ENDLESS POSSIBILITIES

CLIENT SUCCESS STORY · CROSS-SELL EXPANSION

One Partner. Four Service Lines.

Building a stronger foundation for enterprise transformation.

An Upper Midwest health system CDI · CODING & AUDIT · HIM · HEALTH IT

49%	$91,432	90%	+16
CDI QUERY OPPORTUNITY RATE	POTENTIAL CDI FINANCIAL IMPACT	CODING AGREEMENT RATE	NET CC/MCC CODES IDENTIFIED

The Challenge

An Upper Midwest health system was preparing for major enterprise change, including Epic and Workday implementations and a transition off Cerner. At the same time, leaders needed to strengthen documentation integrity, coding quality, information governance, cybersecurity, infrastructure, and execution capacity, all without losing momentum in daily operations.

The Partnership

e4health brought together specialized leaders and delivery teams across four service lines. Each engagement addressed a defined need. Collectively, they created an integrated strategy to improve performance today while preparing the organization for tomorrow's technology ecosystem.

> **The opportunity:** *connect operational improvement with enterprise transformation through one accountable partner.*

The Integrated Solution

From targeted support to enterprise-wide value, four coordinated service lines aligned around one transformation agenda.

CDI — CLINICAL DOCUMENTATION

- Comprehensive CDI audit across query opportunity, compliance, provider response, and documentation capture.
- Targeted recommendations for education, query governance, and CDI and Coding reconciliation.
- An actionable performance baseline to guide ongoing audit cadence and improvement.

Coding & Coding Audit — MID-REVENUE CYCLE

- Inpatient coding quality audit across diagnoses, procedures, DRGs, POA indicators, and discharge disposition.
- High-risk DRG identification and focused coder education, plus coding support to sustain daily operations.
- A roadmap for repeat audits and trend monitoring toward a 95% accuracy target.

HIM — HEALTH INFORMATION

- Interim HIM Director driving efficiencies across Health IT and mid-revenue cycle operations.
- MPI assessment and eMPI remediation to support the transition from Cerner to Epic.
- Digitization of ambulatory paper records so complete patient information lives in Epic or the archive.

Health IT — TECHNOLOGY & SECURITY

- Virtual CISO leadership to strengthen governance and security during the Epic and Workday go-lives.
- Networking resources to advance the infrastructure required to sustain new systems.
- Project and program management across ERP and Epic initiatives, coordinating risks and dependencies.

Measured Mid-Revenue Cycle Impact

CDI AUDIT

75 records reviewed

37 query opportunities

21 capture opportunities

$91,432 potential impact

95% timely initial reviews, 91% timely follow-up reviews, and no avoidable retrospective queries.

INPATIENT CODING AUDIT

900 code lines

40 encounters

90% agreement rate

+16 net CC/MCC codes

Focused opportunities in DRG accuracy, POA assignment, secondary diagnosis capture, and coder education.

Why the Cross-Service Model Worked

Shared accountability connected clinical documentation, coding, information management, security, infrastructure, and program execution. Instead of treating each need as a stand-alone project, e4health aligned people, processes, data, and technology around a common transformation agenda.

THE RESULT

A stronger operational foundation, clearer performance priorities, and coordinated support through one of the organization's most consequential periods of change.